

Low-Income Discount Rate (LIDR)

Our **Low-income Discount Rate (LIDR)** is designed to help you manage your natural gas bill. If you are a qualifying natural gas heating customer, you will receive a 10% discount on your natural gas bill. Program eligibility is based on your household income and/or program participation.

Qualifying for the LIDR

You may qualify for the LIDR if you heat with natural gas and:

Your CNG account has a financial hardship status

OR

Your total household meets income guidelines

OR

You, or a member of your household, receive benefits from select assistance programs

Income levels by household size

1	2	3	4	5	6	7	8
\$47,764	\$62,460	\$77,157	\$91,854	\$106,550	\$121,247	\$124,002	\$126,758

Proof of income documents include:

- Unemployment
- Employed (weekly - last four pay stubs, bi-weekly - last two pay stubs, monthly - last paystub)
- Self-employed (most recent year 1099 tax form)
- Social Security
- Child support, pension, retirement or other

Program participation

Participation in one of the following programs by a member of your household will likely make you eligible to receive the LIDR

- ALMB / SLMB
- CEAP Level 1
- CEAP Level 2
- CEAP Level 3
- Connecticut Free or Reduced Lunch*
- Head Start
- Husky A Children
- Husky A Parents
- Husky A Pregnant / Postpartum
- Husky B Band 1
- Husky B Prenatal
- Husky C (non-LTSS)
- Husky C Long Term Services and Supports (Husky C LTSS)
- Husky D
- Medicaid or Access Health
- Medicare Savings Program (MSP)
- Qualified Medicare Beneficiary Program (QMB)
- Refugee Assistance
- Section 8 Housing/Rental Assistance Program (RAP)
- SNAP
- Social Security Disability Income (SSDI)
- Special / Limited Medical Benefit
- State Administered General Assistance (SAGA)
- State Cash Assistance or State Supplement Husky C (non-LTSS)
- Temporary Family Assistance
- Women Infants and Children (WIC)

*Citywide free school meal program participants are not eligible for the discount rate, unless income is certified by the school food service manager.



For more information:

Visit cngcorp.com/LIDR or call **844.383.8827**
or scan **this code**.

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Applying for the LIDR

Applying for the LIDR is easy. If you are a natural gas heating customer, have reviewed the guidelines and believe you qualify, simply submit proof of income for all adults over 18 years of age in your household or a letter certifying that at least one member of your household participates in an eligible benefits program. Once your documentation has been verified, you will receive a credit on your bill each month. If the Connecticut Department of Social Services (DSS) certifies on your behalf that you receive a DSS benefit, you will be automatically enrolled.

Proof of income includes:

- Unemployment
- Self-employed (most recent year 1099 tax form)
- Employed (weekly - last four pay stubs, bi-weekly - last two pay stubs, monthly - last paystub)
- Social Security
- Child support, pension, retirement or other

Documentation must include your account number and household size, including number of adults and number of children, and can be sent securely by:

- Emailing: cnghardship@ctgcorp.com
- Faxing: **866.549.8994**
- Mailing to:
Connecticut Natural Gas Corporation
Attention: Credit Dept.
78 Meadow St.
East Hartford, CT 06108

You will receive a letter regarding your eligibility.

A letter will be sent to let you know if your LIDR eligibility was either approved or denied.

Please note: Eligibility will need to be verified yearly. You will receive a letter that it is time to reverify your eligibility sixty (60) days prior to the end of the one (1) year period. If the Connecticut Department of Social Services (DSS) certifies on your behalf that you receive a DSS benefit, your enrollment will be automatically renewed with us.

Other assistance programs

- **Matching Payment Program (MPP):** With this program, we will match every dollar you pay and every dollar you receive from the Connecticut Energy Assistance Program (CEAP) or other assistance programs.
- **Home Energy Solutions - Income Eligible (HES-IE):** Provides valuable weatherization measures to help renters and homeowners reduce their energy bills by making their homes more energy efficient. This program services to income-eligible electric, natural gas, propane and oil heat customers.
- **Winter Protection Program:** CNG offers winter protection to all our customers that qualify. If you meet eligibility requirements, we will not turn off your natural gas between November 1 and May 1. The Winter Protection Plan must be renewed annually, beginning in October. To prevent your service from being shut off after May 1, contact CNG to set up a payment arrangement.



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